THE DISSEMINATOR
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NEWS FROM THE REGIONS
Cape Breton Regional Library

The Cape Breton Regional Library (CBRL) is excited to have the opportunity to benefit from the Gates Foundation's gift to Nova Scotia Provincial Library. CBRL is in the process of partnering with various local community groups, and is making arrangements for space at the McConnell Library to house the regional training centre.

The year 2000 marks the 50th anniversary for the Cape Breton Regional Library. On August 31, 1950 the Cape Breton Regional Headquarters and Sydney Branch Library were officially opened. By December of the same year branches were opened in Dominion, Glace Bay, Louisbourg, New Waterford, North Sydney and the Cape Breton County Bookmobile. Today there are 13 branches and 2 bookmobiles in the system. A committee comprised of 3 Cape Breton Regional staff, and 3 Board members is making plans to commemorate the anniversary. A bookmark has been produced which highlights some important dates in our evolution and is being offered to all staff and patrons with positive response.

As of the first of December 1999, Reference/Information at the Cape Breton Regional Library has been designated a separate department. A new desk has been installed in a central location at the McConnell Library, separate from the Circulation Desk and is headed by Mr. Donald Ward. The new location enables Donald to continue to serve patrons on site at McConnell, as well as staff and patrons region wide.

Staff at CBRL feel very fortunate to be able to partner with University College of Cape Breton and reap the benefits of their Co-op students. Joe Axworthy, a second year student in the Business/Technology is responsible for the Internet terminals. Joe is also quite knowledgeable about graphics programs such as Photoshop, and creating web pages.

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Colchester-East Hants Regional Library

Colchester-East Hants has been very busy with staff and community activities. Towards the end of November we were inspired by the activities at the Colchester Historical Museum to build gingerbread houses as part of festivities in Truro. All 4 departments in the library and the Teen Friends took part creating wonderful gingerbread chalets, a castle, small houses and churches and even a model of Martha Stewart's home! The response from the community was very gratifying plus spicy aromas wafted through the reading rooms for the month of December.

For a second year in a row the library sponsored Food For Fines. For the first 2 weeks of December patrons were given the option of paying their overdue fines to the library or contributing food or fine money to the local Food Bank. Response was excellent and we were pleased to be able to help another non-profit organization.

The Regional Library Director, Janet Pelley, had a wonderful surprise when Jan Whitelaw, a former employee, notified her that the winning painting in the Canadian Library Association's "Celebrate the Magic of Books and Reading Contest" was won by her mixed media submission. Jan's painting was chosen from 10 finalists and the image will be reproduced on note cards that will be sold across Canada to raise monies for CLA, Library Advocacy Now! and the Canadian Breast Cancer Foundation. Staff are very keen to see the new stationery that will be on sale early this summer from CLA.

The Chignecto Central Regional School Board and the Colchester-East Hants Regional Library made an agreement in January for the library to process and circulate a collection of books on loan from the Cobequid Race Relations Advisory Committee. Students, parents, and teachers will be able to access an up to date collection of books dealing with race relations.

Cumberland Regional Library

Events and Publicity

Frances Newman was appointed Chief Librarian effective January 4, 2000. (See the Cumberland Regional Librarian Interview below). Keith MacKinnon joined the staff on January 17, 2000 and will serve as Assistant Librarian.

Cumberland Regional Library (CURL) recently started a column in the Citizen newspaper called Library Monthly which features book reviews, websites, upcoming events, and a literary trivia question. Each month has focused on a different theme. CURL has joined the Amherst & Area Chamber of Commerce and has obtained a Youth Employment grant which was eligible to Chamber members. The Amherst branch recently held a successful "Book Tree" fundraiser similar to the program held at the Cape Breton Regional Library. A Christmas tree was decorated with wooden book ornaments, each representing a real book the library would like to have adopted. In Amherst a program on wills and estate planning is being set up for February as well as Valentine craft classes for children. Local children's author Debi van de Weil will be doing an author reading in the Springhill branch in February.

Springhill Branch Library CAP Site Approved

The Springhill branch has been approved for funding as a CAP (Community Access Program) site and two additional computers will soon be available to the public. The River Hebert branch now has a CAP site adjacent to the library. River Hebert has increased its evening hours to accommodate patrons and to coordinate activities with the CAP site. The Town of Oxford has set up a CAP committee and the Oxford branch will be one of the sites if funding is approved.

Halifax Regional Library

Musquodoboit Harbour Public Library CAP Site Launch

Thanks to the support of Industry Canada and the Nova Scotia Technology and Science Secretariat through the Community Access Program (CAP), the community of Musquodoboit will have additional access to the Internet, word processing and opportunities for training. The Jeddore-Musquodoboit Community CAP Site officially opened January 15. The Musquodoboit Harbour Public Library will house two new computers in the library's newly arranged community information area. The nearby Centre by the Sea will house six new computers, and each location will provide training sessions.

Jane Purves, Minister of Education and the Minister responsible for the Technology and Science Secretariat shared ribbon cutting duty with David Mulcaster, Regional Executive Director, Atlantic, Industry Canada and MLA for the Eastern Shore, Bill Dooks at the Jeddore - Musquodoboit Community CAP Site official opening.

Canada Post Literacy Leadership Award
The Halifax Regional Library's Children's Reading Support program was awarded the 1999 Canada Post Literacy Leadership Award. The Captain William Spry Public Library and the Halifax North Memorial Public Library offer Children's Reading Support programs to help children overcome reading difficulties and develop a love of books. This national award honours one literacy organization in each province and territory that shows long-term achievement, innovation, leadership and organizational excellence.

Study Buddies
Also, thanks to a $6,000 grant from the Family Learning Initiative Endowment Fund the Children's Reading Support Program can now offer a Study Buddies program. The Captain William Spry Public Library and the Halifax North Public Library will offer the new program, Study Buddies: Parents and Children Learning Together beginning this January. This new program will match parents and students one-to-one with tutors. Parents will receive instruction and support to help their children complete homework and research assignments.

New ESL Program at Captain William Spry Public Library
In response to the growing population of new Canadians in the Spryfield area, the Captain William Spry Public Library has established an ESL (English Language Training) program. Funding for the program has been received from the Nova Scotia ESL Network and the Nova Scotia Department of Education. Patterned on the successful ESL program offered at the Thomas Raddall Public Library, this program works with a coordinator, Nancy Wentzell, who administers and promotes the program.

LibraryNet Best Practices 1999
In September 1999, the Halifax Regional Library received an award from Industry Canada for LibraryNet Best Practices 1999. The award recognizes HRL for its leadership in making innovative use of the Internet in public libraries.

Jennifer Evans, Halifax Regional Library (left) accepted the $2,000 award from Canada Post on behalf of the Children's Reading Support Program.

South Shore Regional Library

Lunenburg writer shows appreciation to Lunenburg Library
Marq de Villiers recently won the 1999 Governor General's Literary Award for Non-Fiction for his book *Water* that examines the relationship of water to human civilizations. The Lunenburg writer showed his appreciation to his home town library by donating a generous portion ($1,000) of his prize to the Lunenburg Library. Mr. de Villiers has already donated six of his own books, including *Water*, to the Lunenburg branch.

The South Shore Regional Library hosted local author Marq de Villiers at the Lunenburg Art Gallery on January 25 to talk

about *Water*. Lunenburg Library Branch Assistant Patrice d'Entremont was pleased to welcome Mr. de Villiers back to the Branch; this was his second author reading in Lunenburg in three years. "*Water* is a fascinating read;" says d'Entremont. "It offers the sobering facts about the world's supply of water from a non-scientist's perspective in a prose which draws on de Villiers' wide travels and local anecdotes."

South Shore Regional Library Chief Librarian Janet Clark talks with Marq de Villiers.

Adopt-A-Book 1999 Campaign

Proceeds from the third successful Adopt-A-Book campaign resulted in 313 new books for library shelves, worth a total of $6,500. In addition to regular library borrowers, many businesses and organizations and other individuals participated in the fundraising campaign. Among others, Liverpool Fire Chief Jim Parks and World War II Veteran Matthew Duncan were pleased to help with the goal of purchasing new books for the Library.

Community Volunteer Tax Program
Volunteers are needed in Lunenburg, Bridgewater and Liverpool to help senior citizens, low income earners, disabled and new Canadians prepare their tax returns. The Community Volunteer Tax Program has been offered throughout Lunenburg and Queens Counties by the South Shore Regional Library. "Volunteers are the backbone of this program," says Library Public Relations Coordinator Teresa Workman. "Over the last 13 years 80 volunteers have prepared returns for more than 2,200 people."

Western Counties Regional Library

Adopt-A-Book 2000
The 3rd Adopt-A-Book campaign is slated to start the first week of April. Organizers are busy planning a musical kick-off for the event. The goal for Adopt-A-Book 2000 is to surpass the 1998 campaign, sponsored by the local CJLS radio station, which resulted in 1536 book adoptions. The campaign, held every two years, will run from April to June.

Braille Day at Western Counties
WCRL, in conjunction with the CNIB, will host an Open House celebrating Braille Day, at the Yarmouth branch on Feb. 9. Braille Day, being held during White Cane Week, provides an opportunity for the library and the CNIB to further their partnership in promoting the services available from both organizations for the sight impaired. The CNIB will distribute braille rulers, bookmarkers, and brochures during the Open House and a video on Louis Braille will be shown. A display of large print books and a demonstration of how to use talking books will be an integral part of the open house. Visitors will also learn how to use the reader-magnifier available at the library.

End of An Era: The last of the card catalogues was removed from Headquarters on Jan 13. This event closed a chapter in WCRL's history and punctuates the new way of carrying out day-to-day business at all libraries across the province and the country.

CUMBERLAND REGIONAL LIBRARIAN INTERVIEW

New kid on the block: an interview with Frances Newman by Gillian Webster, Information and Network Services Librarian, Nova Scotia Provincial Library.

Beverly True leaves you with a good example. What do you bring to the job that will continue her traditions and what will you do differently?

Beverly has a great reputation in Cumberland County and everyone likes her. I hope to be liked and respected as much as she has been. Most importantly I want to build upon the Regional Library and continue to offer great service to the residents of Cumberland County. One of the most important things Beverly taught me was to always have open communication with staff and to be available to them. She always made sure that staff were aware of various library developments and encouraged staff to attend conferences and workshops. I plan to continue supporting the staff to enable them to do their jobs well.

In terms of what I would do differently, I am a little more business-like in my approach in the way I do things and run things. In fact I had been in the B. Comm. (Bachelor of Commerce) program at SMU before changing to library studies. I am extremely organized and like to have written policies for everything. I am a bit of a control freak that way (I can't help it, it's probably because I'm an only child). In addition I also want to be a little more demanding of staff and urge them to stretch their limits and take on new responsibilities. I want to pursue automation more aggressively and develop even stronger partnerships with schools, CAP sites and other local government agencies and businesses.

What's your biggest challenge and how do you plan to address it?

There are lots of challenges to face with this job including automation, maintaining the budget, etc. But I guess the biggest challenge will be helping and motivating staff to deal with change and to work with a new boss. Many of our staff have been employed with the system for well over 20 years. Some have never worked anywhere else or for anyone else. I do supervise a little differently from Beverly, but I think all the staff would agree that my main priorities are to be fair to everyone, set practical goals and objectives, meet deadlines, and gain the staff's trust and respect.

What programs are coming up over the next 6 months?

This winter's programming has taken on a disturbing "death and taxes" theme! By this I mean that I am planning a Legal Aid workshop on writing wills, and we are also hoping to offer free tax preparation help with volunteers. Later in the spring we hope to organize some author readings in conjunction with the Hackmatack Award. Also we will be doing our regular seasonal craft classes for Valentine's Day and Easter and hope to start a book club for adults in the new year as well.

We're always hearing about library advocacy. Is this an area you think you will be working on in Cumberland County?

Absolutely. I think it is everyone's duty to do what they can for library advocacy in their community whether they are the Chief Librarian or not. Library advocacy can be as simple as speaking to groups about the library and its services or having regular publicity in the local newspaper. I think it's time that people started to realize how important libraries are in communities and stop taking us for granted. For some reason free service seems to be undervalued in our society whereas service you pay for seems to be more highly respected. This does not mean that I think we should charge for our services, just that the public needs to be educated about our funding and our credentials, etc. Who better than us to clarify the public's misconceptions?

NOVA SCOTIA COMMUNITY COLLEGE LEARNING RESOURCE SERVICE

The Learning Resource Service of the Nova Scotia Community College (NSCC) delivers library services to 13 Campuses province-wide and a Virtual Campus which provides Internet based learning to distance education and apprenticeship trades students. In the past year 11 new positions have been staffed, 5 new Learning Resource Centres (LRC) have opened and the process of developing College wide policies and procedures for all LRC operations has begun. One of the greatest challenges of the Learning Resource Service has been to enter over 100,000 bibliographic records into Novanet. Most of the records are not in Marc format and also have to be reclassified from Dewey to LC. Technical Services has a huge task ahead of it!

In September, 1999 the Learning Resource Service launched a web site at **http://www.nscc.ns.ca/lrc**. The site adds significantly to the resources available to students, staff, and faculty of the NSCC. In addition to new services, the web site also improves access to existing LRC resources. Given the college's 14 regional campuses, the web site functions as a great equalizer, facilitating more equitable access to widespread college library users and stretching our human and other resources.

The site includes a link to Novanet. This permits college library users to request loans directly from any of the participating institutions. Fulltext article access from the Campus or from home, is provided via InfoTrac and Electric Library databases. Access to InfoTrac's CPI-Q, Academic Index ASAP, and Health Reference Center-Academic was arranged via the Nova Scotia Provincial Library. These cooperative arrangements with a variety of libraries have greatly enhanced web capabilities for NSCC library users.

In the coming months we will be expanding the range of fulltext databases. A particular challenge is to identify an economical source of fulltext articles in the trades and technology areas. Collection development is an ongoing process as Campus Learning Resource Centres develop College-wide, program specific collections. It is also anticipated that, budget permitting, an additional 10 new library assistant and library technician positions will be created. For more information, contact Marie DeYoung, Manager, Learning Resources, NS Community College by phone:(902)491-6772 or **devounme@nscc.ns.ca**.

CHEBUCTO COMMUNITY NET

The Chebucto Community Net celebrated its 5th birthday at the annual Word On The Street literacy festival last September. Chebucto Executive Director Leo Deveau worked for weeks before the event, making arrangements for power, for networking facilities, for T-Shirts and a cake, for fire permits, and of course the tent.

Account renewals were a big hit, with a daily total that more closely resembled a weekly total. Leo Deveau and Board members Doug McCann, Krista Olmstead, David Murdoch, Michael Colborne and especially outgoing Communications Chair Sue Newhook greeted and helped direct the scores of people that came into the tent. The various Information Providers held their displays and gave talks about their groups. Halifax West MP Gordon Earle gave a short speech and presented CCN Board Chair Michael Colborne with a congratulatory certificate. The cake, decorated with the logo of the CCN, was donated by Sobey's on Windsor Street and the whole article can be read on the web version at **http://www.chebucto.ns.ca/Newsletter/Beacon/Back/A9910/wotsnew.htm**.

HEART HEALTH NOVA SCOTIA PARTNERSHIP

The Heart Health Partnership released its interim report recently, describing the first three years of the project. The aim of the Partnership is "to build organizational capacity for health promotion and the prevention of cardiovascular disease."

The Nova Scotia Provincial Library is one of the partner organizations in this initiative, which is funded by the Nova Scotia Department of Health and Health Canada. The Partnership recognizes the important role that public libraries and CAP sites can play in the delivery of consumer health information to the public. Although this phase of the project is focussed on the Western Health Region, the long term goal of the project is to become a province wide initiative. Michael Colborne represents the Provincial Library on the Partnership.

NOVA SCOTIA PROVINCIAL LIBRARY NEWS
Nova Scotia Provincial/Regional Libraries Annual Report

The 1998-99 Annual Report of the Nova Scotia Provincial and Regional Libraries, "Access the World", has been released and copies are available. If you would like a copy of the print version, please contact Debbie Ross at Tel: 902-424-2457 Fax: 902-424-0633 or dross@nshpl.library.ns.ca. The Annual Report is also available in pdf format at http://www.library.ns.ca/whatsnew.html.

The NcompasS Extranet Project

The NcompasS Extranet project is being developed by Rodney Tucker at the Nova Scotia Provincial Library. This Extranet is similar to an Intranet, and will be available to any regional library staff person who has access to a computer. Many businesses and corporations have used this technology to provide better access to information for their clients. The Extranet will require a password to allow some staff to update and delete information such as staff and policy changes, but it will allow all staff to search the site. The Extranet will contain information such as: a searchable staff directory (including E-mail and phone numbers); policies and procedures that can be down loaded and submitted on-line; a reference database of questions answered at the Provincial Library; a discussion board to provide another communication tool for staff; and other aspects that staff will find helpful. The Extranet is scheduled to be accessible by the end of February and all regional library staff are encouraged to provide ideas to keep the Extranet current and useful.

Pictou-Antigonish Regional Library Visit

User Services Coordinator Michael Colborne spent a day in December visiting with staff at the Pictou-Antigonish Regional Library (PARL). He met with the Management Team to discuss local issues and potential areas of cooperation and support. During the day, he was able to visit five PARL branches, including the CAP (Community Access Program) site in the River John branch. Over the next few months Michael hopes to visit other regions as well.

Shown here are Linda Arsenault, Community Services Librarian (left), Michael Colborne and Dianne Jorgenson, Branch Assistant in Charge (right) in the Stellarton Library.

Training Notes

Staff in the User Services Section of the Provincial Library conducted one training workshop in December 1999, *Job Searching on the Web*, for seven staff members of the Colchester-East Hants Regional Library in Truro. In January 2000, one session was held on *Introduction to HTML* for five staff. The second year Library Technician Program class from the Halifax Campus, Nova Scotia Community College toured the Provincial Library facility on January 27 and talked with staff about their job descriptions and duties.

HOT TIPS & UPDATES

Internet Power videoconference

On January 14, 2000, the Nova Scotia Provincial Library provided viewing of the videoconference entitled: *Internet Power: How to get it How to keep it How to pass it on*, aired by College of DuPage, Glen Ellyn, IL. The conference focussed on developing searching competency on the Internet. The presenter, Bill Erbes, discussed the major features of each of the most widely used search engines and directories and reviewed topics such as safe-surfing browsers for children and what is meant by terms like spamming. The audience of forty at the Nova Scotia Provincial Library downlink site felt the conference was beneficial to a broad range of Internet users, whether searching for answers to reference questions, finding cataloguing copy or conducting research. Visit the website at http://www.dupage.edu/soaring/forfurth.html for materials.

Freedom to Read Week

Freedom to Read Week (February 27 to March 4, 2000) encourages Canadians to think about and reaffirm their commitment to intellectual freedom, which is guaranteed them under the Charter of Rights and Freedoms. You can participate by visiting the website at http://www.freedomtoread.ca and selecting one of the suggested activities. Each year, the Freedom of Expression Committee produces a Freedom to Read Week Kit, suitable for librarians and educators. It includes an attractive poster, extensive background material on freedom to read, suggested classroom exercises and a bibliography. Find out how you can get involved in the celebration. Download a copy of the Freedom to Read Kit in HTML or PDF format from the site or order copies online. Freedom to Read Week is sponsored by the Freedom of Expression Committee of the Book and Periodical Council, and receives support from writers, publishers, librarians, educators, booksellers and readers. For more information, contact the Freedom of Expression Committee, at (tel) 416 975-9366 or (fax) 416 975-1839 or email bkper@interlog.com.

Hackmatack Children's Choice Book Award

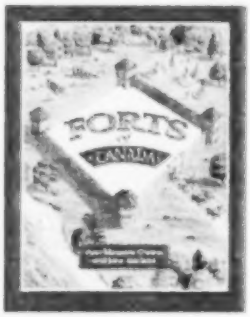
Two more milestones in the Hackmatack Award process have been reached over the last week. A successful grant

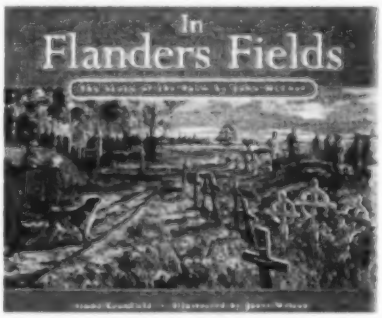
application was made to the Canada Council for the Arts, Writing and Publishing Section. Notification was received of a $7,000 grant to be used for the author tours and the event planned as the finale of the first ever award. The author tours will take place in the week of May 15, 2000 and the Award Ceremony will be held on Saturday, May 20, 2000 at the Alderney Landing Theatre, which has a website at http://easternfront.ns.sympatico.ca. Secondly, while the original target for registered reading groups for the first year was 250, (20 groups each from Newfoundland, New Brunswick and Prince Edward Island and the remainder from Nova Scotia), to date there are 435 registered reading groups. In an optimistic move 500 reading kits were printed in September! Only a few remain since some have been used as promotional material and as samples given to funding supporters.

Hackmatack Finalists on the Web

The Hackmatack Children's Choice Book Award is an Atlantic Canadian book award that allows children to choose their favourite Canadian and Atlantic Canadian books. In the November issue, we featured the fourth in a series of articles from each of the 1999-2000 Fiction Shortlist and the 1999-2000 Non-Fiction Shortlists. In this issue, the fiction titles are: *Duff the Giant Killer* by Budge Wilson (Reading Level: Grade 3; Interest level 3 to 5); *Carrie's Crowd* by Lesley Choyce, (Reading Level: 3; Interest level 3 to 6); *Marina's Star* by Linda Brousseau (Reading Level: Grade 3; Interest level 4 to 8). The non-fiction titles include *At the Seashore* by Pamela Hickman (Reading Level: Grade 4; Interest level 3 to 7); *Forts of Canada* by Ann-Maureen Owens and Jane Yealland (Reading Level: Grade 5; Interest level 4 and up); *In Flanders Fields*: *The Story of the Poem by John McCrae* by Linda Granfield (Reading Level: Grade 4; Interest level 3 and up).

Visit the Hackmatack page and read the book descriptions at http://www.hackmatack.ca/books.html.





REFERENCE ON THE NET

More reference questions referred to the Provincial Library by the Regional Public Libraries which were answered from resources found on the Internet.

Q. Would like information on the artist Ernest Sawford-Dye who was born in England in 1874 and immigrated to Canada around 1903.

A. At the main menu page of The Canadian Heritage Information Network site at http://www.chin.gc.ca/e_main_menu.html select "Artists in Canada" from the "Reference Tools & Resources" section. Then search the "Artists in Canada" database at http://www.chin.gc.ca/Resources/Research_Ref/Reference_Info/AICH/e_hp_aich.html by clicking on "Perform a search". When the name "ernest sawford-dye" or "ernest sawford*" is entered in the search box the record for this artist comes up. The entry gives basic information such as dates of birth and death and artistic technique used as well as the locations of information files on the artist. In this case they are the libraries of the National Archives of

Canada and the National Gallery of Canada which can be contacted to get copies of the information.

Q. Patron wants Chapter 11 of the North American Free Trade Agreement.

A. Using a search engine such as Magellan at http://magellan.excite.com/ enter the phrase "north american free trade agreement" using the quotation marks to limit the search to sites with that phrase. This search locates the NAFTAnet site at http://www.nafta.net. At this page click on NAFTA and this will bring you to the page which has the " NAFTA Table of Contents" and under that "NAFTA" which when you click on it has a listing by chapter of the North American Free Trade Agreement. Click on "11.invest" to get the fulltext of Chapter 11.

Previous "Reference on the Net" columns can be found in a file on the Reference Services page of the Provincial Library web site at http://www.library.ns.ca/provlib/brochure/refser.html.

LINKed

Information & Resources

Biographical information is always in demand and this month's Linked column features some authoritative biographical sites which are free to search.

World Biographical Index (K. G. Saur Publishing) at http://www.biblio.tu-bs.de/acwww25u/wbi_en is based on the 5th edition of the World Biographical Index. It is a free database which contains about 2.4 million references to persons. There are short biographical entries for each person as well as a list of other biographical reference works which have entries on the person. A search for information on John Fitzgerald Kennedy was a bit disappointing though, because information about the database says that the American sources are supposed to cover up to the early 1970s but the most recent reference work with information on John Fitzgerald Kennedy was 1957, so coverage for some people may be disappointing but for others it will be very useful. When searching be sure to use the format family name, first name. The comma is necessary.

Biography.com at http://www.biography.com/index.html is A&E Television Network's Biography web site. There is a searchable and browsable online collection of over 20,000 biographies with links to sites with further information for some. The biographies are from the Cambridge Biographical Encyclopaedia.

Biographical Dictionary at http://s9.com/biography/ has brief entries for more than 28,000 notable men and women. The site is the recipient of a number of citations and awards and has an annotated list of other biographical resources on the Internet.

Distinguished Women of Past and Present at http://www.netsrq.com/~dbois/ was created by Danuta Bois. It brings together links to web pages of famous women from all over the world.

Lives, the Biography Resource at http://members.home.net/klanxner/lives/ has links to thousands of biographies, autobiographies, memoirs, diaries, letters, narratives, and oral histories. There is a link to a Special Collection of Canadian Biographical web sites at http://members.home.net/klanxner/lives/Collect_spec3.html. This site has received numerous awards for excellence.

Britannica.com, the free and complete online version of Encyclopædia Britannica at http://www.britannica.com is also a good source of biographical information. A related site, Britannica's Lives at http://www-lj.eb.com/lives has over 17,000 brief biographical sketches of famous people which you can search by date to see who was born on your birthday or any other day.

Canadian Who's Who 1997 is available free at http://www.utpress.utoronto.ca/cww/cw2w3.cgi

and Gale's Literary Index at http://www.galenet.com/servlet/LitIndex can be searched for free in the author search section to find which Gale literature series include entries on an author.

Previous "Linked" columns can be found in a file on the Reference Services page of the Provincial Library web site at http://www.library.ns.ca/provlib/brochure/refser.html. If you have any suggestions about future topics for this column please contact Carol Morris at cmorris@nshpl.library.ns.ca.

PROFESSIONAL READING

In this month's column, two of the latest books published on the subjects of Library Security and Dealing with Problem Patrons are featured. These items can be borrowed from the Provincial Library Professional Collection through the regular interlibrary loan channels. Please send requests via email to Dale MacMillan at

inshpl@nshpl.library.ns.ca.

Shuman, Bruce A. Library security and safety handbook: prevention, policies and procedures. Chicago: American Library Association, 1999. [Call # Prof 025.82 Shu]

The underlying assumption of this book is that libraries have the potential for serious security problems and risks to staff, patrons and collections. This book is intended to be a practical guide to recognizing security risks and preventing problems posed by patrons and staff. Through the eight detailed chapters in this book, the author describes the major risk factors to libraries, explains the security problems specific to different types of libraries, provides assessment tools to identify risks, prescribes preventive measures and recovery procedures and discusses the legal and ethical issues involved in library security.

Willis, Mark R. Dealing with difficult people in the library. Chicago: American Library Association, 1999. [Call # Prof. 025.5 Wil]

This book provides practical strategies for managing problems posed by patrons and staff. It is intended to be a hands on guide to solving problems through communication, preventive measures and clear and concise patron policies. This book provides advice on controlling problem situations through communication and listening techniques, developing and enforcing patron behaviour policies, ensuring that library management supports staff and identifying security problems.